

DRAWING

Please replace Figure 2 with the replacement Figure 2 filed with the Amendment.
A marked up copy is filed to show the change. The change is to correct the drawings to match the parent Figure 2.

REMARKS

This Amendment is filed in response to the Office Action mailed on July 14, 2005. All objections and rejections are respectfully traversed.

Claims 1 to 23 are in the application and currently pending.

At paragraph 2 of the Office Action, claims 1-23 were rejected under 35 U.S.C. §103 as being unpatentable in view of Crockett, US Patent No. 5,590,188, issued on December 31, 1996, hereinafter Crockett, over Bell et al., US Patent No. 6,549, 619, issued on April 15, 2003, hereinafter Bell.

The present invention, as set forth in representative claim 1 comprises in part:

1. A method for controlling call routing by a communication system, comprising:

receiving a call;

executing a script in response to receiving said call, said script having instructions that when executed by the system control routing of said call in the system, the script including at least one call routing instruction that references a variable;

reading said variable from a database, said database holding a value for said variable, said database having said value updated in response to action by a user; and

setting the variable equal to the value, to determine a destination of the call in response to the value.

By way of background, Crockett teaches of a method using a call processor for selecting one of a plurality of call centers in a telephone network. To select a call center, a routing plan is generated. The routing plan is one or more rules that control how calls

are to be distributed among the call centers. The rules are applied to each call to determine the destination call center for a call out of a plurality of destination call centers. Furthermore, the rules can be adaptive based planning data and status data. Planning data refers to information about the "configuration" of the call centers as well as information about expected future changes in the status of potential call destinations. Status data refers to information about the current or recent status of potential call destinations.

By way of background, Bell describes a method for automatically administering incoming and outgoing call services. One method used for automatically administering calls is using a method to screen calls. The method to screen calls is accomplished by building a privileged caller list. The list contains numbers of frequent callers.

Applicant respectfully urges that Crockett or Bell taken in combination or singularly to do not show Applicant's claimed novel *reading said variable from a database, said database holding a value for said variable, said database having said value updated in response to action by a user*. In further detail, the variable expression may specify a destination telephone number, trunk number, and or DNIS number. The use of the variable allows the instructions to be used on different information types. The use of the database allows the instructions to easily map to different information types for each entry. Crockett and Bell are silent concerning the use of variable. Furthermore, Crockett is silent on the use of a database. In addition, Bell uses the database or a list to determine what calls are frequent or a preferred list, and not to work with many call instructions for determining the proper destination.

There is no teaching or suggestion of combining Crockett and Bell because Bell or Crocket does not teach using a variable. Even if combined they would not teach Applicant's invention, but a method for directing calls with a privileged caller list.

Applicant respectfully urges that the Crockett patent and the Bell patent either taken singly or taken in combination are legally insufficient to render the presently claimed invention obvious under 35 U.S.C. §103 because of the absence in each of the cited patents of Applicant's claimed novel *reading said variable from a database, said database holding a value for said variable, said database having said value updated in response to action by a user.*

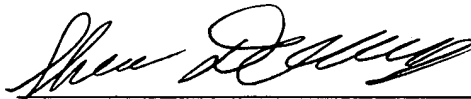
All independent claims are believed to be in condition for allowance.

All dependent claims are believed to be dependent from allowable independent claims, and therefore in condition for allowance.

Favorable action is respectfully solicited.

Please charge any additional fee occasioned by this paper to our Deposit Account No. 03-1237.

Respectfully submitted,



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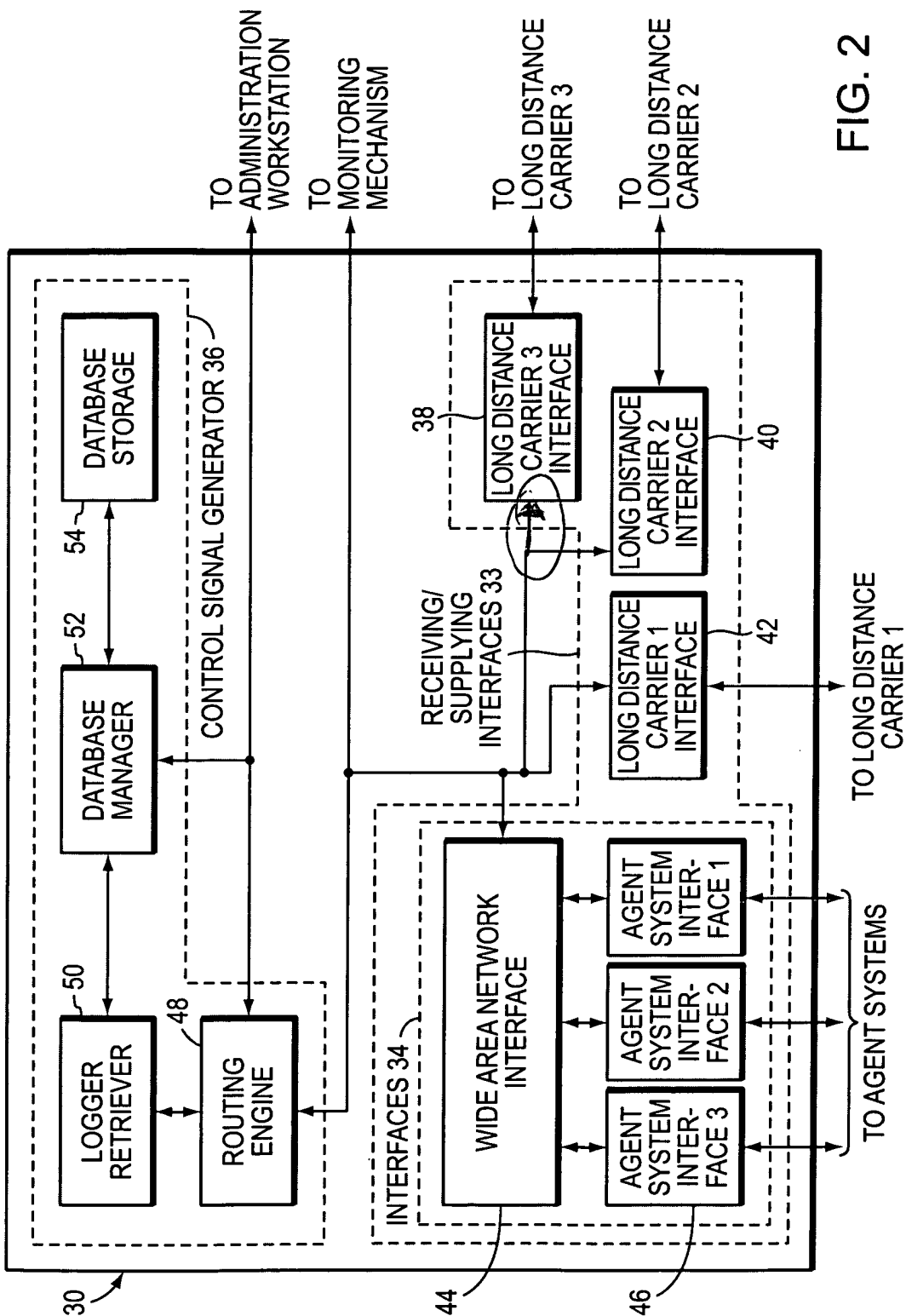


FIG. 2

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